

DEC 06 2004

**IN THE UNITED STATES PATENT AND
TRADEMARK OFFICE**

Art Unit: 2645
Examiner: A. Hoosain

In Re: Igor Neyman et al.
Case: P3251
Serial No.: 08/928,861
Filed: 09/12/1997
Subject: Call Center Apparatus and Functionality in Telephony

Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

Dear Sir:

Supplemental Amendment J